

WARRANTY POLICY

Dhama Innovations warrants that CLIMAWARE™ Rx Cryothermic™ Knee Wrap, if properly used, will be free from defects in material and workmanship for a period of one year from the date of purchase. This excludes CLIMAWARE™ Touch Controller + Battery Unit and the battery charger, the warranty for which is 60 days from the date of purchase. If CLIMAWARE™ Rx Cryothermic™ Knee Wrap, which is the subject of this Limited Warranty, fails during the warranty period for reasons covered by this Limited Warranty, Dhama Innovations, at its options, will:

- Repair the CLIMAWARE™ Rx Cryothermic™ Knee Wrap or
- Replace the CLIMAWARE™ Rx Cryothermic™ Knee Wrap with another unit

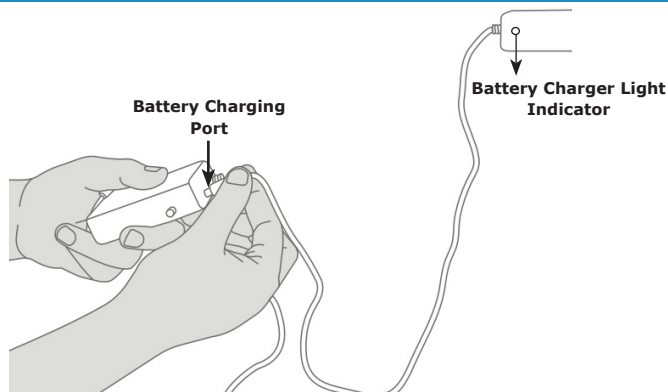
This limited warranty and any implied warranties that may exist under state law apply only to the original purchaser of the CLIMAWARE™ Rx Cryothermic™ Knee Wrap and are non-transferrable.

Extent of limited warranty: This warranty does not apply if this product (1) was not purchased from Dhama Innovations or its authorized distributor, (2) has been altered in a way, or (3) has not been used in accordance with Dhama Innovations' Instructions for Use. This limited warranty does not cover damages due to external causes, including, without limitation damage due to accidents, neglect, misuse, or operation beyond capacity, parts damaged by improper installation, substitution or parts not approved by Dhama Innovations, or any other alteration or repair by others that, in Dhama Innovations' judgment, materially or adversely affects the product or part. Use of this product is not a guarantee against injury. User should consult with his/her health care provider immediately if he/she experiences any kind of adverse medical reaction following use of this product. User should consult with his/her health care provider with any questions as to how this product applies to user's specific medical condition.

How to obtain warranty service: To obtain warranty service please contact CLIMAWARE™ Rx Cryothermic™ System Customer Service; from the U.S. call at (305) 252-9076, from outside of the U.S. call +91 888 555 0635. You must have the original Proof of Purchase issued by Dhama Innovations, or its authorized distributor, at the time of purchase, to qualify for warranty service. If you qualify for warranty service, you will be issued a Return Authorization Number (RAN). Write the RAN on the outside of the package, when you return the CLIMAWARE™ Rx Cryothermic™ Knee Wrap. Dhama Innovations will not accept the returned product without an RAN on the package. If you return the CLIMAWARE™ Rx Cryothermic™ Knee Wrap to Dhama Innovations, you must assume the risk of damage or loss during shipping. You must use the original packaging or its equivalent. Dhama Innovations may require you to verify in writing that you are the original purchaser of the CLIMAWARE™ Rx Cryothermic™ Knee Wrap. Dhama Innovations may choose to replace or repair the CLIMAWARE™ Rx Cryothermic™ Knee Wrap with either a new or reconditioned product. The returned product shall become Dhama Innovations' property upon receipt. The replacement CLIMAWARE™ Rx Cryothermic™ Knee Wrap is warranted under this written warranty and is subject to the same limitations and exclusions for the remainder of the original warranty period.

Warranty limitations and exclusions: Dhama Innovations makes no express warranties beyond those stated here. The company disclaims and excludes any other express or implied warranties not set forth in this Limited Warranty, including but not limited to warranties of merchantability or fitness for a particular purpose. All express and implied warranties are limited in duration to the limited warranty period. No warranties apply after that period. This Limited Warranty excludes liability for any personal injury, property damage, or special, incidental, or consequential damages arising out of, related, or incident to use the product, even if Dhama Innovations has been advised of the possibility of such potential loss or damage, unless state law otherwise precludes this exclusion.

HOW TO CHARGE THE BATTERY



Step 1: Before using CLIMAWARE™ products for the first time, you need to fully charge the battery.

Step 2: Plug in the battery charger to the wall socket and to the Battery Charging Port on CLIMAWARE™ Rx Touch Controller + Battery Unit.

Step 3: Turn on the wall socket switch to start charging the battery. A red light on the Battery Charger indicates that charging is going on.

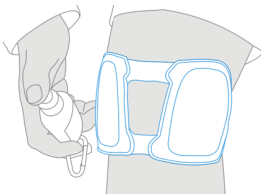
Step 4: The Battery Charger light turns green indicating that the battery is fully charged. Once fully charged, connect CLIMAWARE™ Rx Touch Controller + Battery Unit to CLIMAWARE™ Rx Cryothermic™ Knee Wrap, in order to power it.

Technical Specifications:

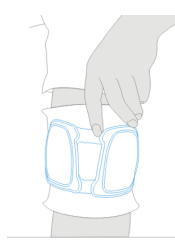
- **Effective Temperature Range inside CLIMAWARE™ Rx Cryothermic™ Knee Wrap:** ~ 38°F to 140°F
- **Response time:** (Heating/Cooling) 2 seconds
- **Lightweight:** ~ 11.6 oz (excluding batteries)
- **Effective Heat Dissipation:** ~ 30W
- **Cooling/Heating Cycle:** Automatic mode for contrast therapy
- **Battery Type:** Rechargeable Lithium Polymer (LiPo) Battery
- **Voltage:** 7.4 V, 2000/4500 mAh; Weight: 6.7 oz/9.5 oz
- **Runtime:** Upto 1 hour 50 minutes at the lowest temperature level and upto 4 hours at the highest temperature level

HOW TO USE CLIMAWARE™ Rx Cryothermic™ Knee Wrap

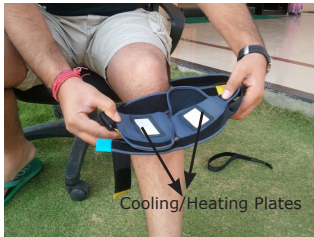
Box Contents: CLIMAWARE™ Rx Cryothermic™ Knee Wrap (Main Body) | CLIMAWARE™ Rx Touch Controller + Battery Unit | Battery Charger | Water Feeder Bottle | Moist Heat Pad



For cold and contrast therapy: Make the blue printed area of the Knee Wrap moist by pouring water with the help of the water feeder bottle. You need to pour a quarter of the bottle of water (around 10-15 ml) at a time. Pouring water helps heat dissipation to take place more effectively. When the surface moisture dries up, replenish with water immediately.



For moist heat therapy: If you need to apply moist heat, wet and wring the moist heat pad provided and place it onto the knee before wearing the Knee Wrap. **Note:** While applying heat therapy, the level 'very high' is recommended only for moist heating.



Step 1: Presenting CLIMAWARE™ Rx Cryothermic™ Knee Wrap. Place CLIMAWARE™ Knee Wrap on the affected area with the cooling/heating plates touching the area (as shown).



Step 2: Secure the middle Velcro strap of CLIMAWARE™ Cryothermic™ Knee Wrap to hold it in place in the required position (as shown).



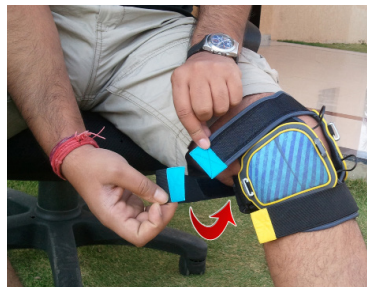
Step 3: Adjust the top and bottom Velcro straps (as shown) to adjust the distance between the cooling/heating plates.



Note: By adjusting the top and bottom straps of CLIMAWARE™ Rx Cryothermic™ Knee Wrap, you can make the Knee Wrap take the contour of your knee. It also allows you to adjust the distance between the cooling/heating plates according to the shape of your knee.



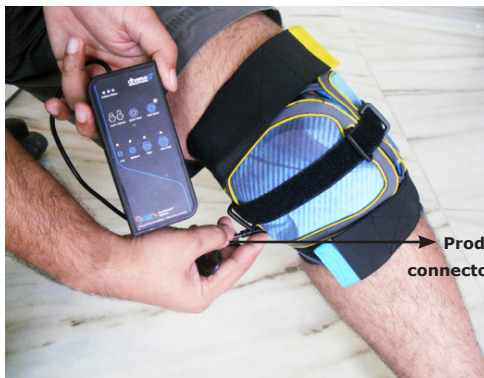
Step 4: Pull the bottom elastic strap from behind the Knee Wrap and attach it on the bottom Velcro strap (as shown). The purpose of this strap is to provide additional compression to the posterior part of the knee.



Step 5: Pull the top elastic strap from behind the Knee Wrap and attach it on the top Velcro strap (as shown). The purpose of this strap is to provide additional compression to the posterior part of the knee.



Step 6: Secure the perforated Velcro strap (as shown above) for additional compression on the anterior part of the knee and for better contact of the cooling/heating points.



Step 7: Plug in CLIMAWARE™ Rx Touch Controller + Battery Unit to the Knee Wrap (as shown in the figure). You can put CLIMAWARE™ Rx Touch Controller + Battery Unit at any convenient place, so that the control is always at your fingertips. Set the required temperature and mode with the help of CLIMAWARE™ Rx Touch Controller + Battery Unit. Please refer to sections 'How to charge the battery' and 'How to use CLIMAWARE™ Rx Touch Controller'.

HOW TO USE CLIMAWARE™ Rx Touch Controller



CLIMAWARE™ Rx Touch Controller and Battery Unit

Step 1: Insert the product connector cable into the connection point given on the main body of the CLIMAWARE™ Rx Cryothermic™ Knee Wrap



Step 2: Switch on CLIMAWARE™ Rx Touch Controller + Battery Unit by using the **power on/off slider**.

Battery Status Indicators – As soon as the Touch Controller + Battery Unit is switched on, the LEDs indicating the battery status will start to glow.

Visual Indicator – Green LEDs

- 3 glowing LEDs indicate 100% battery
- 2 glowing LEDs indicate 60% battery
- 1 glowing LED indicates 20% battery

The LEDs indicating the battery status will stop glowing when the battery runs out and needs to be recharged. To recharge, follow the instructions given in the section 'How to charge the battery'.

Step 3: Use the controls explained below to select the desired temperature and mode settings.

Note: Toggle means to alternate between two options, with the operation of a single button. Long touch means to touch and hold for 2 to 3 seconds.

Cold/Heat button – This is a toggle button. Touch this button to activate cooling or heating. By default, cooling is selected in temperature level (low) as soon as the system is switched on. A touch on this button again will change the mode to heating and so on.

Touch the appropriate temperature level button, to select the desired temperature level as explained below.

Temperature level buttons – CLIMAWARE™ Rx Touch Controller + Battery Unit offers four adjustable levels of cooling/heating/contrast therapy as given below –

• **Low** – This button provides the lowest level of cooling/heating/contrast therapy. Touch to activate. Visual Indicators - 1 Blue LED (when operating in cooling mode) ; 1 Orange LED (when operating in heating mode).

• **Medium** – This button provides a medium level of cooling/heating/contrast therapy. Touch to activate. Visual Indicators - 2 Blue LEDs (when operating in cooling mode) ; 2 Orange LEDs (when operating in heating mode).

• **High** – This button provides a high level of cooling/heating/contrast therapy. Touch to activate. Visual Indicators - 3 Blue LEDs (when operating in cooling mode) ; 3 Orange LEDs (when operating in heating mode).

• **Very High** – This button provides the highest level of cooling/heating/contrast therapy. Touch to activate. Visual Indicators - 4 Blue LEDs (when operating in cooling mode) ; 4 Orange LEDs (when operating in heating mode). **Precaution:** Exercise extreme caution while using heat/cold/contrast therapy at the highest temperature level to avoid the risk of burns and injury. For heat therapy, the temperature level 'very high' is recommended only for moist heat therapy.

Auto Mode – Auto mode allows for contrast therapy i.e. automatic alternation between cooling/heating cycles at pre-programmed time intervals. Two options are available –

- **Option 1 (indicated by green LED on auto mode option indicator)** – 4 minutes cooling and 2 minutes heating for 20 minutes (ending in cooling)
- **Option 2 (indicated by yellow LED on auto mode option indicator)** – 4 minutes cooling and 4 minutes heating for 20 minutes (ending in cooling)

This is also a toggle button. Touch once to select option 1 of auto mode; Touch again to select option 2 of auto mode, and so on. Touch the appropriate temperature level button, to select the desired temperature level.

Lock/Unlock –This is a toggle button. Long touch the lock/unlock button once to lock the system. You will not be able to operate any keys when the system is locked. Long touch the lock/unlock button again to unlock the system. This is an in-built safety feature similar to mobile phones, designed to prevent accidental pressing of buttons.

Auto cut-off: The system cuts-off on its own after every 20 minute session of therapy application. Study of scientific literature suggests that exposure to hot/cold temperatures for more than 20 minutes at a stretch can be detrimental to tissue health. Therefore, we have taken special care in our design to make the device cut-off on its own. After cut-off, you need to restart the system by using the power on/off slider.